

Certified Customer Service Professional (CCSP) Training

Marketing, Sales, Customer Service
Geneva (Switzerland)
08 - 12 Sep 2025

UK Training

PARTNER



Certified Customer Service Professional (CCSP) Training

Ref: 321715_144720 **Date:** 08 - 12 Sep 2025 **Location:** Geneva (Switzerland) **Fees:** 4700 Euro

Course Description

This intensive 5-day Certified Customer Service Professional CCSP course is designed to equip participants with the essential skills and knowledge needed to excel in customer service roles. Through a combination of theoretical concepts and practical applications, attendees will learn to deliver exceptional customer experiences, handle challenging situations, and drive customer satisfaction and loyalty.

Learning Objectives

- Develop a deep understanding of customer service principles and best practices
- Master effective communication techniques for various customer interactions
- Learn strategies for handling difficult customers and resolving conflicts
- Understand the role of emotional intelligence in customer service
- Gain proficiency in using customer service technologies and tools
- Prepare for the CCSP certification exam

Course Modules

Day 1: Foundations of Customer Service Excellence

- Introduction to customer service principles
- Understanding customer expectations and perceptions
- The customer service mindset
- Building rapport and trust with customers

Day 2: Effective Communication in Customer Service

- Active listening techniques
- Verbal and non-verbal communication skills
- Writing professional emails and messages
- Adapting communication styles to different customers

Day 3: Handling Challenging Customer Situations

- De-escalation techniques for angry customers
- Problem-solving and decision-making in customer service
- Turning complaints into opportunities
- Managing customer expectations

UK Training

PARTNER



Day 4: Emotional Intelligence and Customer Service Technology

- Developing emotional intelligence for customer interactions
- Empathy and its role in customer service
- Overview of customer service software and tools
- Leveraging social media for customer support

Day 5: Service Recovery and Certification Preparation

- Service recovery strategies and best practices
- Measuring and improving customer satisfaction
- CCSP certification exam preparation
- Course review and practice scenarios

Practical Wins for Participants

- Improved ability to handle difficult customer interactions confidently
- Enhanced communication skills applicable across various channels
- Increased knowledge of customer service technologies and their applications
- Preparation for the CCSP certification exam to advance your career

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles. The text 'UK Training' is positioned above the word 'PARTNER' which is in a large, bold, black font.

UK Training

PARTNER

Blackbird training cities



Amman (Jordan)



Amsterdam (Netherlands)

Accra (Ghana)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training
PARTNER



Blackbird Training Category



Human Resource



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



Blackbird training Clients



UK Training
PARTNER



BLACKBIRD
FOR TRAINING

LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335